



NAVY REGION NORTHWEST
FOOD SERVICE
ROAG 2019
Regional Operations Advisory Group

YOUR FEEDBACK IS
APPRECIATED!



RESULTS ARE IN!

NAVAL BASE KITSAP-BANGOR
NAVAL BASE KITSAP-BREMERTON

THE FOOD SERVICE REGIONAL OPERATIONS ADVISORY GROUP WOULD LIKE TO THANK ALL
THE PARTICIPANTS OF THIS YEAR'S SURVEY. YOUR FEEDBACK IS GREATLY APPRECIATED!



Thank you very much for your recent participation in the 2019 Navy Region Northwest Regional Food Service Advisory Group (ROAG) survey!

FOR ISSUES & CONCERNS REGARDING MWR SERVICE OPERATIONS, PLEASE DIRECTLY CONTACT:

NAVAL STATION EVERETT

MWR Director: 425-304-3531

NAVY GETAWAYS PACIFIC BEACH

MWR Director: 425-304-3531

NAVAL AIR STATION WHIDBEY ISLAND

MWR Director: 360-257-5071

**NAVAL BASE KITSAP-
BANGOR & BREMERTON**

Installation Program

Manager: 360-396-2474

FOR ISSUES & CONCERNS REGARDING NEX FOOD SERVICE OPERATIONS, PLEASE DIRECTLY CONTACT:

NAVAL AIR STATION WHIDBEY ISLAND

Vending and Food Services

Manager: 360-257-0521

NAVAL BASE KITSAP

Services and Food Manager:

360-315-4572

NAVAL STATION EVERETT

Services/COTR: 425-304-4904

NAVY REGION NORTHWEST FOOD SERVICE ROAG

Regional Operations Advisory Group

Every other year, Navy Region Northwest conducts a food service survey to identify, prioritize, and resolve issues that directly impact customers. The feedback gained through the bi-annual survey has helped the Food Service ROAG implement many changes throughout the region.

Based on the input we received from the last cycle, MWR added a mobile Mexican Cantina at NBK Bremerton; the Navy Exchange added multiple "Micro Marts" to offer quick service options in areas where folks can't easily get away during meal periods; and the NASWI and NBK galleys both added fresh smoothie bars, as well as vegan options at all meal periods. Your feedback counts!

Now that the 2019 ROAG survey has ended, we have read every comment submitted and provided a response from each facility manager. You can review our responses to each comment as well as the points of contact for our MWR Food and Beverage managers on [navylifepnw.com](https://www.navylifepnw.com) (<https://www.navylifepnw.com/food-service-advisory-group-roag>) by simply clicking on the ROAG image at the top of the page.

Again, thank you for taking the time to let us know where we met or exceeded your expectations and where we can do better.

We will always strive to do our best in providing good value and customer service to our patrons, your feedback plays a critical role in our quest for continuous improvement.

FACILITY: MWR/NEX

COMMENT	RESPONSE
<p><i>In-house delivery system for on base deliveries only.</i></p>	<p>We are looking into some alternatives for delivery. Depending on the program, we may be able to support delivery as an option.</p>
<p><i>For new comers a lot of these places was unheard of and don't know where it is, maybe more fb posts about these places if there's any special going on or new menu post it frequently so it get some attention. I do have a suggestion the base where I came from have a smoothie and salad bar inside the gym and its always busy and earn a lot maybe putting one will be great since its near barracks, nex and commissary and also more option than just subway and McDonald's. Btw talking about Bangor base.</i></p>	<p>Thank you for the feedback. We will get with the marketing team to develop a better awareness campaign.</p>
<p><i>A food court on base (Bremerton/Bangor)could be a good idea to offer more variety of food at one location.</i></p>	<p>Thank you for your comments on the lack of variety of food service facilities on base. Getting outside entities to come on base is challenging due to the limited number of customers base on installation relative to outside the gate. Many are not interested. We will continue to look for opportunities to provide additional services provided those services are supported by commands.</p>

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FACILITY: MWR/NEX

COMMENT	RESPONSE
<p><i>Would like if the restaurants on Bangor had more hours, the sit down restaurants are not open a lot.</i></p>	<p>Thank you for your comment on hours. Restaurants are opened hours that patronage will support. Inside Out Café, as an example, has attempted to be opened for dinner and weekends several times over the years and there was not enough patronage to keep it opened.</p>
<p><i>With the amount of families that live on base I think NBK Bangor would do great with an NEX style food court. The same style food court like NB North Island, NB San Diego, and NAB Little Creek would be great examples.</i></p>	<p>Thank you for your comments on the variety of food service facilities on base. Getting outside entities to come on base is challenging due to the limited number of customers base on installation relative to outside the gate. Many have no interest We will continue to look for opportunities to provide additional services provided those services are supported by commands.</p>
<p><i>The choices for food at NBK Bangor are abysmal. The size of this base combined with amount of sailors makes me think that we should have a food court. We have 2 choices, every other facility is a MWR facility. In my opinion this is unsat, we just lost Taco Bell/ Pizza Hut at the bowling ally, with no replacement. How about we get something that isn't burger or sandwich oriented, like a Chinese/ teriyaki option or a taco truck.</i></p>	<p>Thank you for your comments on the variety of food service facilities on base. Getting outside contractors to come on base is challenging due to the limited number of customers base on installation relative to outside the gate due to our main business opportunities are only between 1100-1300 five days a week. Many have no interest coming on base. We will continue to look for opportunities to provide additional services provided those services are supported by commands. Taco Bell Pizza Hut came to the end of their contract. We attempted to get a replacement restaurant, but were unsuccessful. For that location, we are looking at alternate uses that will incorporate a food program.</p>

FACILITY: ALL AMERICAN RESTAURANT-BREMERTON

COMMENT	RESPONSE
<i>As a paying customer, we are always impressed. We bring many out of town guests to this facility.</i>	Thank you. We look forward to serving you again soon!
<i>Decent enough food, fair portions, but overpriced for the quality of food available.</i>	Thank you for your comments on the food. We strive to provide the best quality product and value. We are always open to customer suggestions and do our best to try new items. We are committed to quality products and services. There is always management on site, please don't hesitate to bring forward any concerns.
<i>Extremely low quality food.</i>	Thank you for the feedback on consistent product quality. Next time you are in, please let us know if we are hitting the mark! We are happy to remake your meal on the spot if it is not satisfactory, or consider your ideas for menu changes to better suit guest needs!
<i>Food is a little "generic" for the most part, doesn't stand out to me.</i>	Thank you for your comments. Next time you are in, please stop by and see the Manager. We are very interested in what changes would help take us from good to great.
<i>good food for the buck</i>	Thank you. We look forward to serving you again soon!
<i>Good hours, good food.</i>	Thank you. We look forward to serving you again soon!
<i>good price , good food and great variety of choices available</i>	Thank you. We look forward to serving you again soon!

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FACILITY: ALL AMERICAN RESTAURANT-BREMERTON

COMMENT	RESPONSE
<i>Great food, kind of expensive for lunch, awesome when the ship is taking our BAS and we are permitted to eat there.</i>	Thank you for the nice comments on the quality of food. MWR has no control over BAS entitlements.
<i>Great price for the amount of food and quick service.</i>	Thank you. We look forward to serving you again soon!
<i>Great service, kept very clean at all times and food is always good and the daily specials are a great bonus.</i>	Thank you. We look forward to serving you again soon!
<i>Great value for price, but tables dirty, sometimes can't sit to eat.</i>	Thank you for your positive comments on value! We apologize for your experience with dirty tables and will refocus our efforts. Please let us know if you have seen a change next time you are in.
<i>has gone down hill from the start. seems no one is checking food quality in the evening, viewed as a greasy spoon. dishes have been dirty, food quality is poor with no variety seems unfair for those young sailors living in the UH. needs more healthy food served, fruit????</i>	Thank you for the comments. We would very much like to hear directly from you on how we can improve. Please come see us the next time you are in the area and speak with the Manager so that we can look for ways to better serve you and other guests needs. We have added phone numbers on this website so you will know who to contact.
<i>Have not been</i>	We are sorry to hear you have not visited the All American and look forward to welcoming you soon! We are located in the parking lot between NGIS and BLDG 1000 (the Big Blue Building in Bremerton). Check us out on navylifepnw.com

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FACILITY: ALL AMERICAN RESTAURANT-BREMERTON

COMMENT	RESPONSE
<i>I believe I had the meal of the day, it was OK. Salad bar was good.</i>	We are happy to hear you enjoyed the salad bar. We really want our meals to be more than ok. Next time you are in let us know how we are doing! We have added phone numbers on this website so you will know who to contact.
<i>I enjoy this</i>	Thank you. We look forward to serving you again soon!
<i>Inconsistent quality. Sometimes burgers are dry, sometimes they are just right. At one point I was given two burger patties and when I asked why was told "that's how we've always done it". LOVE loading up on fresh veggies!! Still the best place on base for quality food.</i>	We are happy to hear you are enjoying the fresh vegetables and the value, but concerned over your experience with inconsistent quality. We will bring this to the culinary team. Next time you are in, let us know if we are hitting the mark! We have added phone numbers on this website so you will know who to contact.
<i>Just average</i>	We really want our meals to be more than ok. Next time you are in let us know how we are doing and how we can better meet your needs. We have added phone numbers on this website so you will know who to contact.
<i>Pretty good selection and customer service has been good the few times I have dined in.</i>	Thank you. We look forward to serving you again soon!
<i>Salad bar is good</i>	Thank you. We look forward to serving you again soon!
<i>The cheese burgers are delicious.</i>	Thank you. We look forward to serving you again soon!

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FACILITY: ALL AMERICAN RESTAURANT-BREMERTON

COMMENT	RESPONSE
<p><i>The prices do not compare with the quality of food served. \$9.95 is quite expensive for lunch. Ate breakfast there and ended up only eating fruit because they were not doing eggs to order and the rest of the food on the line looked old.</i></p>	<p>Thank you for your comments on the food. We strive to provide the best quality product and value. We are always open to customer suggestions on menu options and will always do our best to try new items. We are committed to quality products and services. There is always management on site, please don't hesitate to bring forward any concerns there is always management on site. We have added phone numbers on this website so you will know who to contact.</p>
<p><i>they need to have more of a selection of food. but over all good food for the price</i></p>	<p>Thank you for the positive comments on the food quality and pricing. Next time you are in please see the Manager. We are very interested to know more about what kind of variety of food you are looking for. We have added phone numbers on this website so you will know who to contact.</p>
<p><i>When our office was near there I used to eat there. Then we moved to Bangor.</i></p>	<p>We are sorry to hear you have not visited the All American since your office move! Please come join us at the Inside Out Café at Bangor Plaza Building 2720 now that your offices are at Bangor!</p>
<p><i>Wide variety and quick.</i></p>	<p>Thank you. We look forward to serving you again soon!</p>
<p><i>Weekly Menu updates for All American Grill Bremerton at https://kitsap.navylifepnw.com Needs to be updated consistently.</i></p>	<p>Thank you. We agree. This should be happening regularly without prompting and has been addressed. Please let the manager know if you are still seeing issues.</p>

FACILITY: BANGOR PLAZA

COMMENT	RESPONSE
<p><i>One on the biggest food service place is the Bangor Plaza for events. Why was the Plaza not part of the survey? The service and food there could be much better. It is not fair to force major events to be held there with the service and food quality being below standards.</i></p>	<p>Thank you for the comments. Bangor Plaza is part of the survey. The restaurant in Bangor Plaza is the Inside Out Café. The second floor event space provides food and beverage based on requirements given from the person booking the event. We would love to have more detailed input on how we can improve. We have added phone numbers on this website so you will know who to contact.</p>
<p><i>It is a shame there is no room for a food court on Bangor.</i></p>	<p>Thank you for your comments on the variety of food service facilities on base. Getting outside entities to come on base is challenging due to the limited number of customers base on installation relative to outside the gate. They simply do not have interest. We will continue to look for opportunities to provide additional services provided those services are supported by commands. Taco Bell Pizza Hut came to the end of their contract. We attempted to get a replacement restaurant, but were unsuccessful. For that location, we are looking at alternate uses that may incorporate a food program.</p>

FACILITY: CAFÉ.COM

COMMENT	RESPONSE
<i>Good coffee</i>	Thank you. We look forward to welcoming you soon
<i>prices comparable to off base</i>	Thank you. We look forward to welcoming you again soon
<i>Very limited selection of food. Coffee is fine.</i>	Thank you for the comments. If you have time, please let us know what type of food items you are interested in seeing there.
<i>Haven't tried this place yet.</i>	We look forward to welcoming you soon
<i>staff is personable and nice, remembers drink orders from previous visits</i>	Thank you. We look forward to welcoming you again soon
<i>Kat is the best. Breakfast burritos for life!</i>	Thank you. We look forward to welcoming you again soon

FACILITY: INSIDE OUT CAFÉ

COMMENT	RESPONSE
<p><i>Bland and uninspired food that costs too much.</i></p>	<p>Please let us know what food offerings you are intested in seeing. We are always looking for ways to provide greater value to guests, and would be very interested to know what you would consider a value. The Inside Out Café, as a Navy program, does not receive funding to operate and must be self-sustaining. Please ask to speak with someone in management if you have a poor experience. We have added phone numbers on this website so you will know who to contact.</p>
<p><i>Can be slow... glad you are no longer do pre made wraps!</i></p>	<p>Thank you for your comments. The team has focused on consistent quality and timeliness over the last 6-months to get close to 100% accuracy and order to delivery time of 15-minutes or less during the peak lunch rush. Please let us know if you have seen a difference. We are looking at different service delivery models that will help speed things up and expect to have one or more in place by the summer.</p>
<p><i>Doused my salad with dressing</i></p>	<p>If anything is ever wrong with your order, please let us know and we will replace it on the spot.</p>
<p><i>Every time I have been there my order has been wrong.</i></p>	<p>We are very disappointed to hear that your order has been wrong on more than one occasion. The team prides themselves on getting it right the first time and have made a significant effort over the last 6-months to get close to 100% accuracy. Please let us know if you have seen a difference. We do make mistakes on occasion and are happy to remake you meal if we have missed the mark. We have added phone numbers on this website so you will know who to contact.</p>

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FACILITY: INSIDE OUT CAFÉ

COMMENT	RESPONSE
<p><i>expensive. no good service. tasty tho.</i></p>	<p>We are always looking for ways to provide greater value to guests, and would be very interested to know what you would consider a value. The Inside Out Café, as a Navy program, does not receive funding to operate and must be self-sustaining. We have added phone numbers on this website so you will know who to contact.</p>
<p><i>Food is decent, however the menu is pretty stagnant, would be good to see other items once in a while. Also, the line during lunch can sometimes make it a no-go.</i></p>	<p>Thank you for your comments. Please let us know what type of items you would like to see on the menu. The team has focused on consistent quality and timeliness over the last 6-months to get close to 100% accuracy and order to delivery time of 15-minutes or less during the peak lunch rush. Please let us know if you have seen a difference. We are looking at different service delivery models that will help speed things up and expect to have one or more in place by the summer.</p>
<p><i>Food quality and timeliness is very inconsistent.</i></p>	<p>Thank you for your comments. The team has focused on consistent quality and timeliness over the last 6-months to get close to 100% accuracy and order to delivery time of 15-minutes or less during the peak lunch rush. Please let us know if you have seen a difference. We are looking at different service delivery models that will help speed things up and expect to have one or more in place by the summer. We have added phone numbers on this website so you will know who to contact.</p>

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FACILITY: INSIDE OUT CAFÉ

COMMENT	RESPONSE
<p><i>Food was good, service was quick, prices are fair. We live off-base and with work and school, we don't have the opportunity to eat here often. I believe the last time I ate here was pre-remodel, a couple of years ago when I was on base for an MWR training course and we had a lunch break. We often grocery shop on the weekends as a family, and would enjoy a non "fast food" option to eat lunch or dinner.</i></p>	<p>Thank you. We look forward to serving you again soon! Please let us know what type of food items you consider healthy and we will see how we can best incorporate ideas in the next menu cycle. W have tried several times to open evenings and weekends and we did not get enough patronage to allow us to remain open.</p>
<p><i>Good atmosphere, subpar food</i></p>	<p>Thank you for the nice comments on atmosphere, but we are disappointed to hear you feel the food is subpar. Next time you are in, please see the Manager. We are always eager to hear feedback to help us adapt our program to guest needs. We have added phone numbers on this website so you will know who to contact.</p>
<p><i>Good food and I love the play area for the kids!</i></p>	<p>Thank you. We look forward to serving you again soon!</p>
<p><i>Good food and selection.</i></p>	<p>Thank you. We look forward to serving you again soon!</p>
<p><i>Good fries, need more healthy and vegetarian options and better salads</i></p>	<p>Thank you. We look forward to serving you again soon! Please let us know what type of food items you consider healthy and we will see how we can best incorporate ideas in the next menu cycle.</p>

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FACILITY: INSIDE OUT CAFÉ

COMMENT	RESPONSE
<p><i>Great food and service prices seem to be a bit high. Most of the burgers are priced over places like Red Robin or applebees.</i></p>	<p>Thank you for the nice comments on food quality. We are always looking for ways to provide greater value to guests, and would be very interested to know what you would consider a good value. The Inside Out Café, as a Navy program, does not receive funding to operate and must be self-sustaining.</p>
<p><i>Great place and the Kha-ki lounge is the best part. Margret is my favorite!</i></p>	<p>Thank you. We look forward to serving you again soon!</p>
<p><i>Great portions. Wish it opened at 10.</i></p>	<p>Thank you. We look forward to serving you again soon! Please let us know what type of food items you consider healthy and we will see how we can best incorporate ideas in the next menu cycle. If you are in the area around 10am, please stop in. We will be happy to take your order if we are able to.</p>
<p><i>I enjoy this place no comments</i></p>	<p>Thank you. We look forward to serving you again soon!</p>
<p><i>I like it when they have a daily special that is not their typical meal.</i></p>	<p>Thank you for your comments on variety. The Inside Out team is working on menu changes in January and will focus on providing more seasonal specials. We appreciate the input.</p>

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FACILITY: INSIDE OUT CAFÉ

COMMENT	RESPONSE
<p><i>I think it is overpriced and just mediocre with poor hours of operation.</i></p>	<p>We are always looking for ways to provide greater value to guests, and would be very interested to know what you would consider a value. The Inside Out Café, as a Navy program, does not receive funding to operate and must be self-sustaining. We have attempted multiple times to be open for expanded hours i.e. weekends and dinner times over the years and there is simply not enough patronage to keep it opened. We have added phone numbers on this website so you will know who to contact.</p>
<p><i>I'd add more chicken and rice dishes personally.</i></p>	<p>Thank you. We are looking at menu changes and will consider your ideas. Sounds like a great lunch special option.</p>
<p><i>If anything is wrong with the order, they always correct it quickly. Great burgers!</i></p>	<p>Thank you. We look forward to serving you again soon! We try our best.</p>
<p><i>like the new menu; would still like to see more healthy choices</i></p>	<p>Thank you. We are glad you are enjoying the new menu. If you have a chance, please let us know what you consider to be healthy items and we will look at how we might incorporate them.</p>
<p><i>Long waits, expensive. Can go to town and pick up an order faster and cheaper</i></p>	<p>Thank you for your comments. The team has focused on consistent quality and timeliness over the last 6-months to get close to 100% accuracy and order to delivery time of 15-minutes or less during the peak lunch rush. Please let us know if you have seen a difference. We are looking at different service delivery models that will help speed things up and expect to have one or more in place by the summer. We have added phone numbers on this website so you will know who to contact.</p>

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FACILITY: INSIDE OUT CAFÉ

COMMENT	RESPONSE
<i>Menu choices need improvement.</i>	Thank you for your comments. Please let us know what menu items you would be interested in seeing. We have added phone numbers on this website so you will know who to contact.
<i>Needs a salad bar, and small portion specials to drive the cost down. paying 15 dollars to have lunch is a once month type thing</i>	Thank you for your feedback on the salad bar, specials and pricing. The team is working on several concept ideas to enhance offerings and provide greater value. We expect to have some of these changes in place by summer. We are always looking for ways to provide greater value to guests, and would be very interested to know what you would consider a value. The Inside Out Café, as a Navy program, does not receive funding to operate and must be self-sustaining.
<i>Nice club sandwich</i>	Thank you. We look forward to serving you again soon!
<i>Ok food. The atmosphere is not very relaxing. Feels busy, flat screens everywhere, kids playing...</i>	Please let us know what you feel we can do to take the food from good to great! The Inside Out Café is part of the Bangor Recreation Center, which is why you see so much action.
<i>Poor hours and extremely over-priced for what you get. Save effort since you wont read these and just close it since the hours won't change and you'll only raise the prices even higher.</i>	Surprise! We did read your comments and appreciate you taking the time. We are always looking for ways to provide greater value to guests, and would be very interested to know what you would consider a value. The Inside Out Café, as a Navy program, does not receive funding to operate and must be self-sustaining. We have attempted to be opened for expanded hours i.e. weekend and dinner several times over the years and there was not enough patronage to keep it opened. We have added phone numbers on this website so you will know who to contact.

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FACILITY: INSIDE OUT CAFÉ

COMMENT	RESPONSE
<i>Prices are a little high</i>	Thank you for the nice comments on food quality. We are always looking for ways to provide greater value to guests, and would be very interested to know what you would consider a value. The Inside Out Café, as a Navy program, does not receive funding to operate and must be self-sustaining.
<i>Since the remodel the atmosphere is to white. The food service is slow depending on what you order and is never consistent.</i>	Thank you for your comments. The team has focused on consistent quality and timeliness over the last 6-months to get close to 100% accuracy and order to delivery time of 15-minutes or less during the peak lunch rush. Please let us know if you have seen a difference. We are looking at different service delivery models that will help speed things up and expect to have one or more in place by the summer. We have added phone numbers on this website so you will know who to contact.
<i>the cowboy burger is great. bring back the burger with pineapple.</i>	Thank you. We look forward to serving you again soon!
<i>The hours are inconvenient (sic). They are not open outside of lunchtime. Makes it tough to go there when they are closed.</i>	Thank you for your suggestions on hours. The Inside Out Café has attempted to be opened for dinner and weekends several times over the years and there was not enough patronage to keep it opened.
<i>The Khaki Lounge is awesome. Margret deserves a raise.</i>	Thank you for your kind words about the quality of our product and service. The MWR team is passionate about taking care of our Sailors, Families and all Eligible Patrons.

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FACILITY: INSIDE OUT CAFÉ

COMMENT	RESPONSE
<p><i>The regular menu is ok. I usually order one of the specials that are available to get some variety. It would be nice if they were open for dinner and on weekends so there is more on base beside McDonalds and Subway.</i></p>	<p>Thank you for your suggestions on hours. The Inside Out Café has attempted to be opened for dinner and weekends several times over the years and there is simply not enough patronage to keep it opened.</p>
<p><i>The wait time here is ridiculous, not enough time to eat on a normal lunchtime, I have waited over 45 minutes for my food and had to scarf it down while attending classes at the Plaza.</i></p>	<p>Thank you for your comments. The team has focused on consistent quality and timeliness over the last 6-months to get close to 100% accuracy and order to delivery time of 15-minutes or less during the peak lunch rush. Please let us know if you have seen a difference. We are looking at different service delivery models that will help speed things up and expect to have one or more in place by the summer.</p>
<p><i>This is a wonderful place to take families! Thank you for making it exist.</i></p>	<p>Thank you. We look forward to serving you again soon!</p>
<p><i>Too much fried food on the menu and not enough health options. last 2 times I ate here, I didn't feel good afterwards. I ordered a salad and it was lack luster at best. It is unfortunate that it is substandard when it comes to this place as I would love to support MWR and eat here more often.</i></p>	<p>Thank you for your comments. The team has focused on consistent quality and timeliness over the last 6-months to get close to 100% accuracy and order to delivery time of 15-minutes or less during the peak lunch rush. Please let us know if you have seen a change. We have added phone numbers on this website so you will know who to contact. The menu is reviewed and adjusted annually, most recently adding bowls and pizza by the slice.</p>

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FACILITY: INSIDE OUT CAFÉ

COMMENT	RESPONSE
<p><i>Usually pretty busy but they are pretty efficient at keeping things moving and providing very good food. Also a very clean restaurant!</i></p>	<p>Thank you. We look forward to serving you again soon!</p>
<p><i>Wait times so not match the time it should take a kitchen for the level of cuisine served there. Prices are quite high for what you get</i></p>	<p>Thank you for your comments on pricing. We are always looking for ways to provide greater value to guests. The Inside Out Café, as a Navy program, does not receive funding to operate and must be self-sustaining. The team has focused on consistent quality and timeliness over the last 6-months to get close to 100% accuracy and order to delivery time of 15-minutes or less during the peak lunch rush. Please let us know if you have seen a difference. We are looking at different service delivery models that will help speed things up and expect to have one or more in place by the summer. We have added phone numbers on this website so you will know who to contact.</p>
<p><i>We go there for the kids meals and to let them play. BUT the cheeseburger comes plain and I don't think I should have to pay to have the burger dressed with veggies. That's what my kids like. Not plain. If people want it plain they can ask for it. Please don't charge extra for wanting normal lettuce, tomato, pickles etc.</i></p>	<p>Thank you. We have discussed the kids burger with the team. Effective immediately, upon request, we will provide lettuce, tomato and pickle at no additional cost. Thank you for the comment. We look forward to serving you again soon!</p>

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FACILITY: INSIDE OUT CAFÉ

COMMENT	RESPONSE
<p><i>"NBK Bangor could use one more casual, sit down eatery for hosting informal/working lunches. Inside Out Café's hours are too limited and its eating area is too small.</i></p> <p><i>PS My kids love the climbing wall - could it be open more hours, please, or expanded?"</i></p>	<p>Thank you for your comment on hours. Restaurants are opened hours that patronage will support. Inside Out Café, as an example, has attempted to be opened for dinner and weekends several times over the years and there is simply not enough patronage to keep it opened.</p>
<p><i>Never visited</i></p>	<p>We are sorry to hear you have not visited the Inside Out Café (Bangor Plaza Building 2720) and look forward to welcoming you soon</p>

FACILITY: JUAN'S CANTINA

COMMENT	RESPONSE
<i>Best tacos around.</i>	Thank you. We look forward to welcoming you again soon.
<i>Delicious and fast. Wish they had steak on more days than just Friday.</i>	Thank you. We look forward to welcoming you again soon.
<i>food is comparable to off base Mexican food</i>	Thank you. We look forward to welcoming you again soon.
<i>good for those on the ship,</i>	Thank you. We look forward to welcoming you again soon.
<i>Gross</i>	We are sorry to hear you did not enjoy Juan's. Please let us know what you found objectionable. We would vey much like to hear from you. We have added phone numbers on this website so you will know who to contact.
<i>hours of operation not conducive to sailors getting off work</i>	Thank you for your comments. If you can let us know when you and your Command are off work, we would be happy to open and gauge if there is enough patronage to make the hours permanent. We have added phone numbers on this website so you will know who to contact.
<i>I didn't know this existed.</i>	Juan's Cantina recently opened just outside of the NBK Liberty Center on the plaza specializing in Mexican fare, come out and give it a try and let us know what you think.
<i>I have never had Mexican or Mexican-style food that was so bland before in my life.</i>	We have several hot sauces available for your to spice up your dish! Please let us know if any of the ones we have are not meeting your needs and we will look at add it to the offerings. We have added phone numbers on this website so you will know who to contact.

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FACILITY: JUAN'S CANTINA

COMMENT	RESPONSE
<i>It is good and quick. Prices are good as well.</i>	Thank you. We look forward to welcoming you again soon.
<i>its far from the barracks. its cold. it just a room with video games.</i>	Juan's Cantina recently opened just outside of the NBK Liberty Center on the plaza specializing in Mexican fare, come out and give it a try and let us know what you think.
<i>Sometimes the chicken is a little on the bland side, but usually it's good.</i>	Thank you. We look forward to welcoming you again soon. We have several hot sauces available for your to spice up your dish! Please let us know if any of the ones we have are not meeting your needs and we will look at add it to the offerings.
<i>The chicken is incredible and I love the Jarritos soda.</i>	Thank you. We look forward to welcoming you again soon.

FACILITY: SAM ADAMS RESTAURANT

COMMENT	RESPONSE
<i>Good Atmosphere</i>	Thank you. We look forward to welcoming you again soon.
<i>Good burgers and drinks.</i>	Thank you. We look forward to welcoming you again soon.
<i>Great food and atmosphere, however it never seems to be open when it comes time to look for someplace to eat on base.</i>	Thank you for your comments on hours of operation. We have attempted to be opened for lunch but did not get enough regular patronage to sustain the operation. When Sam's is closed, consider the All American.
<i>Hours are bad, food was expensive, long waits</i>	Thank you for your comments on hours of operation. We have attempted to be open for lunch, but simply did not get enough regular patronage to sustain the operation. We strive to provide the best quality product for the price and would be interested in where you are able find a better value for your dollar. Next time you are in, please let us know where you are able to find a better value. We have added phone numbers on this website so you will know who to contact.
<i>Hours of operation aren't good and they seem to run out of drinks and food often.</i>	Thank you for your comments on hours of operation. We have attempted to be opened for lunch but simply did not get enough regular patronage to sustain the operation. We have added phone numbers on this website so you will know who to contact.
<i>Pretty pricey if you want a pizza.</i>	We are always looking for ways to provide greater value to guests, and would be very interested to know what you would consider a value. As a Navy program Sam's does not receive funding support and must be self-sustaining. We have added phone numbers on this website so you will know who to contact.

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FACILITY: SAM ADAMS RESTAURANT

COMMENT	RESPONSE
<p><i>Servers were slow and food was okay. More variety and quicker service would be appreciated.</i></p>	<p>Thank you for your comments. If you have an opportunity, please let us know more about your experience. Our team takes great pride in providing quality food and service and we have clearly missed the mark with you. We would very much like to learn more about what happened so we can ensure it does not happen again in the future. We have added phone numbers on this website so you will know who to contact.</p>
<p><i>service isn't great, staff seems stuck up, not engaged. Could do a lot more with this place. Outdoor music, grill, corn hole in the lower deck; bocce ball, bring in small gravel and play year round on lower space. Put cushions in seats in summer</i></p>	<p>Thank you for your recommendations. We will certainly look at entertainment options. The team has focused on customer service over the last several months. Let us know if you have seen an improvement. We have added phone numbers on this website so you will know who to contact. Stop by and ask for a manager, we would love to hear your ideas.</p>
<p><i>Slow service, taps run out often, food overcooked or occasionally soggy in the case of fries.</i></p>	<p>Thank you for your comments. If you have an opportunity, please let us know more about your experience. Our team takes great pride in providing quality food and service and we have clearly missed the mark with you. We would very much like to learn more about what happened so we can ensure it does not happen again in the future. We have added phone numbers on this website so you will know who to contact.</p>
<p><i>The bartenders and cooks have great recommendations.</i></p>	<p>Thank you. We look forward to welcoming you soon</p>

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FACILITY: SAM ADAMS RESTAURANT

COMMENT	RESPONSE
<p><i>The food is very good The cook there really knows what he is doing. The bartenders are rude and the prices do not compare to what you pay off base. Meaning you pay way more at Sam Adams than you do off base. They charge way too much for their food and beer. You would have more people in there if they would not have such high prices.</i></p>	<p>Thank you for your comments. We are happy to hear that the food is good, but disappointed to her your experience with our bartenders. We strive to provide the best quality product for the price and would be interested in where you are able find a better value for your dollar. Next time you are in, please let us know where you are able to find a better value. We are always interested in how we compare to other restaurants. We have added phone numbers on this website so you will know who to contact.</p>
<p><i>The hours used to be better, hard to enjoy when they aren't open</i></p>	<p>Thank you for your comments on hours of operation. We have attempted to be opened for lunch and we did not get the patronage required to make it a sustainable operation. The Inside Out Café, as a Navy program, does not receive funding to operate and must be self-sustaining. We have added phone numbers on this website so you will know who to contact.</p>
<p><i>Used to go for lunch regularly until hours changed. Only been a couple of times since.</i></p>	<p>Thank you for your comments on hours of operation. We have attempted to be opened for lunch but simply did not get enough regular patronage to sustain the operation.</p>
<p><i>Used to love Oktoberfest. More effort needs to be invested in this club's programming and events. Have live music, offer specials. Push game day events, etc. Make it an after work local.</i></p>	<p>Thank you for the ideas. We will see how we can incorporate more special events in the months ahead. In 2019, we had 27 special events ranging from live music, to PPV fights to DJ's and more.</p>

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FACILITY: SAM ADAMS RESTAURANT

COMMENT	RESPONSE
<p><i>It would be nice to see better hours and cheaper prices at Sam Adams. Also would be nice to have a 24 hour mart on Bremerton. We have a lot of Sailors on this base and everything closes at 2100. I am not sure why there is nothing like that here with have a shipyard and so many Sailors in shift work.</i></p>	<p>It would be nice to see better hours and cheaper prices at Sam Adams. Also would be nice to have a 24 hour mart on Bremerton. We have a lot of Sailors on this base and everything closes at 2100. I am not sure why there is nothing like that here with have a shipyard and so many Sailors in shift work.</p>

FACILITY: TACO BELL/PIZZA HUT

COMMENT	RESPONSE
<p><i>Closing Taco Bell/Pizza Hut was a BAD move! Get rid of McDonalds and put in something desirable (pretty much any other fast food joint). Fix the TTF Cafe!!!,</i></p>	<p>Thank you for your feedback. Taco Bell Pizza Hut came to the end of their contract. We put out a request for a replacement restaurant, but were unsuccessful. We are currently looking at alternate uses for the space with the intent of putting an MWR food concept in there. More to follow.</p>

FACILITY: TRIDENT INN GALLEY

COMMENT	RESPONSE
<i>Love the special meals!</i>	Thank you for your comments. We strive for excellence.
<i>Great selections! Love the salad bar, deli bar and smoothie bar!</i>	Thank you for your comments. We strive for excellence.
<i>The Best!</i>	We agree! Thank you for your comments. We strive for excellence.
<i>It's ok</i>	Thank you for your comments.
<i>Properly one of the better galleys I have eaten at for salad bar, while cooked food is only occasionally above average.</i>	Thank you for your comments. If you have immediate feedback and recommendations, our leadership and galley watch captains are always standing by. We are also inviting you to participate in the Menu Review Board Meetings at the galley to discuss any issues and concerns.
<i>I hear from alot of my sailors that live in the barracks that dinner portions are smaller and generally not as good as the lunch is.</i>	Thank you for your comments. If you have immediate feedback and recommendations, our leadership and galley watch captains are always standing by. We are also inviting you to participate in the menu Review Board Meetings at the galley to discuss any issues and concerns.
<i>Will not allow Retirees use, even though I work on base for the Navy.</i>	Per NAVSUP and CNIC, Ashore Galleys are defined as a food service operation on a Navy Installation that is funded through appropriated dollars. They are designed, staffed and operated specifically to provide meals to active duty personnel and active reserve personnel. The Installation CO may authorize discretion for opening the galley to retirees and other civilians for special event days such as Thanksgiving, Christmas and cultural heritage days.

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FACILITY: TRIDENT INN GALLEY

COMMENT	RESPONSE
<i>I only used it once. my experience was good!</i>	We truly appreciate your comments. Thank you.
<i>Quality has suffered significantly since the loss of CSC Miller</i>	Thank you for your comments. If you have immediate feedback and recommendations, our leadership and galley watch captains are always standing by. We are also inviting you to participate in the Menu Review Board Meetings at the galley to discuss any issues and concerns.
<i>The civilians seem like they don't want to be there.</i>	Thank you for your comments.
<i>Pretty Good Selection and fast service.</i>	We truly appreciate your comments. Thank you.
<i>The food is not as good as several years ago. The TVs are not always on so there is nothing to watch while you eat.</i>	We have made changes to ensure that TVs are on during the meal. Thank you for your comments.
<i>"I've eaten better in the region. Whidbey does a much better breakfast."</i>	Thank you for your comment. We will continue to make our selections better.
<i>great job...great food..</i>	We truly appreciate your comments. Thank you.
<i>The salad bar and sandwich bar are my favorite food selections. I enjoy the large selection.</i>	We truly appreciate your comments. Thank you.

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FACILITY: TRIDENT INN GALLEY

COMMENT	RESPONSE
<i>Good food and selection.</i>	We truly appreciate your comments. Thank you.
<i>Love the calorie counts on desserts! Would like to see more healthy & plentiful plant based meals.</i>	We truly appreciate your comments. Thank you.
<i>Great food and super convenient. Very disappointed that I cannot eat there anymore as a retiree and a civilian employee.</i>	Per NAVSUP and CNIC, Ashore Galleys are defined as a food service operation on a Navy Installation that is funded through appropriated dollars. They are designed, staffed and operated specifically to provide meals to active duty personnel and active reserve personnel. The Installation CO may authorize discretion for opening the galley to retirees and other civilians for special event days such as Thanksgiving, Christmas and cultural heritage days.
<i>convenient location for shore duty and boomer off crew.</i>	We truly appreciate your comments. Thank you.
<i>really good food and choices</i>	We truly appreciate your comments. Thank you.
<i>Best galley ever</i>	We agree! We truly appreciate your comments. Thank you.

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FACILITY: TRIDENT INN GALLEY

COMMENT	RESPONSE
<p><i>Food is awesome, but in the morning the staff may be not sure of the menu. Specifically on one occasion i walked in and the menu said Breakfast Burrito. I ordered it and got scrambled eggs. I asked what about the burrito and got a response of "you want a tortilla?" When i got told yes, it was just thrown on top of everything on my plate. Customer service could be better especially in the morning when people just want their food without making their mornings worse. At another time I saw fried rice and the staff looked at me puzzled when i wanted it on my omelette, they put it on without issue.</i></p>	<p>We apologize for the service on that occasion. We have conducted training with the staff and made necessary corrections. If you have immediate feedback or recommendations, our leadership and galley watch captains are always standing by. Thank you for your comments.</p>
<p><i>Great service, food quality and options are excellent.</i></p>	<p>We truly appreciate your comments. Thank you.</p>
<p><i>Great food, variety, and options.</i></p>	<p>Thank you for your comments.</p>
<p><i>Decent food most of the time. One of the better galleys I have eaten at.</i></p>	<p>Thank you for your comments.</p>
<p><i>Best galley ever! Smoothie bar rocks!</i></p>	<p>We truly appreciate your comments. Thank you.</p>

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FACILITY: TRIDENT INN GALLEY

COMMENT	RESPONSE
<i>I'm tired of MSNBC blasting on the TV all day, or CNN for that matter. Maybe the food network would be more palatable choice.</i>	We have made changes. Thank you for your comments.
<i>Always excellent.</i>	We truly appreciate your comments. Thank you.
<i>love the Special Meal invites to civilians try not to miss. Salad bar and smoothie option is awesome.</i>	We truly appreciate your comments. Thank you.
<i>Food is good at lunch then quality and service falls at dinner. Seems there is no one who is thinking about the Sailors who eat dinner. selections have gotten worst I think one I have been told lunch was served for dinner the same day.</i>	Thank you for your comments. The dinner menu will not have the same additional selections/choices as lunch. We have the watch captains constantly monitor the line for quality. On rare occasions, a leftover lunch menu item is served at dinner time to augment the dinner selections and prevent waste. If you have immediate feedback and recommendations, our leadership and galley watch captains are always standing by. We would be happy to hear more from you in our Menu Review Board meetings.
<i>Love being able to go there for their "special" meals when civilians are allowed!</i>	We truly appreciate your comments. Thank you.
<i>Does not accept cash</i>	All ashore galleys are cashless and those that are currently not will eventually be cashless as well. We apologize for the inconvenience.

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FACILITY: TRIDENT INN GALLEY

COMMENT	RESPONSE
<p><i>I had an opportunity to visit the galley for the FFSP 40th Anniversary luncheon. I really liked the salad bar and the healthy options there. The steaks were a fantastic as well.</i></p>	<p>We truly appreciate your comments. Thank you.</p>
<p><i>Let the civilians eat at the NBK Galley!</i></p>	<p>Per NAVSUP and CNIC, Ashore Galleys are defined as a food service operation on a Navy Installation that is funded through appropriated dollars. They are designed, staffed and operated specifically to provide meals to active duty personnel and active reserve personnel. The Installation CO may authorize discretion for opening the galley to retirees and other civilians for special event days such as Thanksgiving, Christmas and cultural heritage days.</p>